MEMORANDUM FOR: Director of Logistics

	SUBJECT : Shuttle Bus Survey
	REFERENCE: Memo dtd 13 Dec 72 to D/L fr C/LSD/OL, Same subject
	1. This memorandum contains a recommendation for your approval. Such
	recommendation is contained in paragraph
	2. Referent memorandum contains your approval to conduct a survey of the Agency
	shuttle bus system. With the aid of new employees assigned to the Recruitment and
	Placement Section, OP, the survey was conducted during a three week period (15 January -
:	2 February 1973). Although the Agency shuttle system consists of four routes, the prime area
:	of interest was the passenger flow on routes #1,2, and 3. Route #1 and 2 consists of round
25X1A	trips to and from Headquarters
25X1A	Route #3 originates and terminates at Headquarters
25X1A	and services Route #4 provides transportation
25X1A	to and from Headquarters to the The statistics obtained
:	during the survey were obtained by two methods. The data on routes #1 and 2 were obtained
	by the OP personnel who physically traveled on the buses and made a head count of the
	passengers that got on and off at each point along the route. The statistics for routes #3
	and 4 were obtained by the drivers of the vehicles. The trips that were scheduled to
	depart on routes #1 and 2 at 0729, 0744, 1630, 1640, and 1710 hours were not included in
	this survey for two reasons:
	a. The trips are not round trips.  IT IS ASSUMED MAT The (0729,0744,1710)  b. The majority of the passengers on these vehicles, are receiving subsidized

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transportation to or from their place of work.

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- 3. The results of the survey, in our opinion, represents an accurate sample of the passenger utilization of the shuttle system. The data received from the survey also indicates that routing and scheduling changes are warrented to meet the demand of the passenger flow. Prior to presenting our recommendations there are a few pertinent facts that should be surfaced to substantiate our recommendations.
- The results of the survey also indicate that additional scheduling changes are 25X1A necessary to improve the service that is provided to the Attachment 1 25X1A illustrates the consolidated passenger utilization to and from the purint The Three week survey. represents 1.6% of the total passenger flow. Attachment 2 is a breakdown of the passenger utilization to and from the The passenger flow at this location should be considered very low. It is our opinion that the low passenger rate is a direct result of inefficient scheduling. Although there are three systems servicing this location (routes # 1, 2, and 3), each of the systems arrive at the within an 11 minute period and then there is a 52 minute span before the location is serviced again (see attachment 2). The service span to this location would appear to be contributing factor for the large volume ALSO ACCOUNT FOR of POV usage to and from Headquarters, and the low utilization of the shuttle system.

25X1A

25X1A

25X1A

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drivers of routes #1, 2, 3, and 4 (see attachment 4). Presently the drivers of routes #1 and 2 drive for 1 hour and have a half-hour break before they depart and they have 11/2 hours for lunch. The driver on route #3 drives for a half hour and has a half hour break prior to his recycle, and he has 11/2 hour for lunch. In contrast, the Department of State has a contract with Metropolitan Transit Company to provide transportation for two routes the Department of State has established for their personnel. The driving times of the Department of State transportation for the Department of State transportation by the Department of State transportation for the Department of State transportation by the Department of State transportation by the Department of State transportation for the Department of State transportation by the driving times of the Agency's routes (1 hour) and one half hour respectively). The drivers for the Department of State are full time drivers with Metropolitan Transit Company and are local union members, and their unions dictate the driving hours, break time, and lunch periods. The following illustrates the actual driving time, breaks, and lunch periods of our Agency drivers and

	Agency Time	Chartered <del>Time</del> (Dept. of State)	Pay Per Hour
Rوري المرابع	1 hour 5 Min.	1 hour	
Break	30 minutes	12 minutes	
Lunch	1 hour 30 mins.	30 minutes	
Roune 3 Driving time	30 minutes	30 minutes	
Break	30 minutes	8 minutes	
Lunch	1 hour 30 min.	30 minutes	

their counterparts under contract with the Department of State:

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	data from three weeks survey also indicates that a large portion of the passengers 25X1A
25X1A	are debarking at the during the late hours of the day. During the 3-week survey there
	was a total of 439 passengers that got off at the and 24% of these passengers 25X1A
	debarked after 1600 hours. Based on the low percentage of personnel returning via the 25X1A
	shuttle system and the large volume of personnel debarking at during the late hours
	of the day, one can possibility speculate that many of the passengers are using the shuttle
25X1A	system to the stop in an non-official capacity. There is an additional factor that is
	pertinent in reference to the availability of transportation to the There is a
25X1A	commercial bus that departs from Headquarters hourly and it stops at the (round)
	trip is approximately 15 minutes during non-peak traffic time.).
	9. Prior to making changes to the current system there is one important concept
	that has to be recognized. Due to the locations of the Agency building within the
	Washington area and the driving times to and from these points any effective scheduling
	system must include four vehicles. The current route #4 which provides transportation to and
25X1A	from Headquarters should be treated as <b>a</b> separate
	entity. Therefore, any plans for new scheduling to the other locations should provide
	for three systems or routes to support the passenger requirement effectively.
	10. Based on the data that has been presented, there are a few recommendations to
	improve the current system and at the same time reduce the cost to operate the Agency
	shuttle system. All of the recommendations are based on the assumptions that the
25X1A	service points are terminated from the Agency shuttle system and that
	Agency personnel who have a need to go to these points rely on the DOD transportation system
	The following are the recommendations:

Terminate the current route #3 which is operating at 50% efficiency and

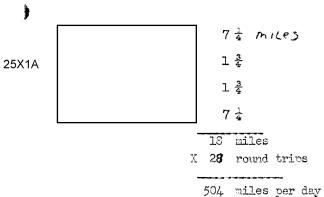
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	replace this vehicle with an additional Blue Bird Bus.
25X1A	b. The bus that departs Headquarters at 0729 should be terminated
25X1A	since these passengers are receiving subsidized transportation to their place of work.  If There is an official need for Headquarters Personnel To Get To Prior official need to be arrived at order should satisfy this Requirement C. If a and b above are adopted, the following service can be implimented:
	(1) Twenty minute service (frequency) between all remaining points.
	(2) The Agency shuttle system time tables can be adjusted to interact with
•	the Department of Defense shuttle service. Transfer waiting periods to and
25X1A	from the minutes. The waiting period
	would be five minutes and the return waiting period would be 13 minutes.

11. In summary, if the above recommendations are approved the Agency shuttle system will improve its service in all areas. In addition, the new system would require one or two less drivers to support the system. In conjunction with the Above Recommendations, Additionals funds could be save if to P manabement would scrutinize all Pov Reimbursement claims for trip made between Points that are serviced by the Shuttle system.

MILAGE

RECOMMENDED I	ROUTES								
Route # 1	0800	0900	1000	1100	1200	1 <b>3</b> 00	1400	1500	1600
Route # 2	0820	0920	1020	1120	1220	1320	1420	1520	1620
Route # 3 07	40 0840	0940	1040	1140	1240	1340	1440	1540	1640



The following is a revised schedule to service the following locations to and from Headquarters: (all vehicles are Blue Bird Buses)

		Route # 1	Route # 2	Route # 3
	Headquarters	0900	0920	0940
		0914	0934	0954
25X1A		0915	0935	0955
		0916	0936	0956
		0921.	0941	1001
		0923	0943	1003
		0929	0949	1009
		0930	0950	1010
		0931.	0951	1011
		<u>0</u> 944	1004	1024
	Headquarters	0945	1005	1025
	D <b>R</b> PARTURES	1000	1020	1040
	Driving Time	<b>:</b> 45	<b>:</b> 45	:45
	Break	: 15	:15	:15

Under the above system one relief driver could relieve all three drivers for lunch. Each of the above drivers would receive 45 minutes for lunch which is still three minutes than thier counterparts drivers for the Department of State.



25X1A			(Rou	tes # 1, 2	and 3)				
	The mos	st critical		_	f the shuttle	e system	to and fr	om the	
25X1A	co	omplex.		survey (4	days for th	he first t	wo weeks	) the	25X1A
	Building complex was serviced 325 times by the shuttle system. The following								
	illustrates the p	assenger	flow to an	d from the	e	Com	plex:		25X1A
		Route	#1 (Bus)	Route	#2 (Bus)	Route #3 (Checker sedan)			
		on	off	on	off	on	off		
	1st week	25	4	12	20	14	46		
•	2nd week	24	6	9	18	20	38		
	3rd week	_23	6	_10	<u>19</u>	18			
	TOTALS	72	16	31	57	52	112	(340)	
25X1A	Considering the number of times the is serviced (325 during the solve								sorvet
† :	period) and the number of personnel using the system, it comes out to approximately								
New /	one (1) person p The following is	the hour			of the route			3(checker s	25X1A 25X1A 25X1A
	Route #1	Blue B	ird	* 0900	)	** (	941		
	Route #2	Blue B	ird	* 0930	)	** (	951		
	Route #3	Check	er Sedan	* 0930	)	** (	943		
:	*Depart the same minute every hour								
•	**Arrive the sar	ne minute	e every ho	ar					

	As indicated above there are three systems servicing the							
	Complex and they depart from Headquarters on the hour and half hour. Although							
	each of these routes services and they depart at different times every	25X1A						
25X1A	hour they all converge at the within eleven (11) minute periods, (41,							
	43 and 51 minutes after each hour). If for some reason a passenger misses the							
· · · · · · · · · · · · · · · · · · ·	last bus at 51 minutes after the hour they must wait 50 minutes for the next shuttle.							